

## **Job Profile Information: IYSS Management Information Officer**

This supplementary information for *IYSS Information Officer* is for guidance and must be used for Job Level 3 Zone 2

### **Camden Way Category 3**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.**

#### **Role Purpose:**

To be responsible for the collation, monitoring, analysis and timely reporting of performance indicators across the Integrated Youth Support Service (IYSS). To develop, maintain and improve effective performance management information systems across the service. To undertake a range of projects under the direction of the Operations and Resources Manager and IYSS Service managers to support the development of strategy, performance management and practise.

The post of Information Officer is a key role within the integrated service, working closely with Managers across the service to facilitate quality information streams.

#### **Example outcomes or objectives that this role will deliver:**

- To ensure that database problems are investigated, diagnosed and resolved.
- To record and where necessary escalate system faults to the Corporate ICT Service Desk or Software supplier where appropriate.
- To assist in the collection and analysis of data and contribute to a range of reports and briefings appropriate to different audiences and purposes and when required present them to a variety of audiences.

This will include lead responsibility for:

- Statutory quarterly returns
- Annual Department For Education returns
- Bi-monthly case worker monitoring (YOS)
- Inspection led monitoring and evaluation

- Data cleaning on IYSS ICT systems.
  - Training staff in IYSS case management systems, including induction and on-going training.
- To support any major system change taking responsibility for the development and maintenance of system user guides, training notes and procedures for the key business ICT systems.
  - To assist with the development and maintenance of a knowledge database of effective solutions of commonly occurring issues.
  - To assist in the maintenance and development of the YOS online guide.
  - To support in the development of an IYSS social media strategy improving the communication, data collection and tracking functions of the service
  - To work closely with the management team to ensure timely and accurate data entry to the IYSS case management system ensuring that data is managed in accordance with the Data Protection Act. Exploring the options for information sharing with internal and external partners to ensure participation reporting is accurate.
  - To manage the administration of the YOS and Early Help case management system, ensuring that updates and amendments from the software developer are applied in a timely manner and that managers are advised of key developments and their impact on the YOS and Early Help data flow processes.

To provide advice and support to IYSS staff on problems relating to case management systems including:

- Recording advice
- Technical fault diagnosis
- Creating/resetting login and passwords

To develop ad-hoc database queries in order to answer information requests from within or outside of the service.

### **People Management Responsibilities:**

N/A

### **Relationships;**

To liaise with external agencies such as the Central London Building Futures Youth Justice Board, Ministry of Justice, Home office, Police, Mayor's office, Her Majesty's Inspectorate of Probation, Department for Education, Adult Drug and Alcohol Services, Public Health England, and the Council's

External Auditors as required. To liaise with internal partners such as Schools and Education Providers, SEN, Community Safety Partnership Board, Children's Safeguarding Board, Strategy and Change directorate.

### **Work Environment:**

- This role requires flexibility in order to meet fixed deadlines and competing priorities.
- There is a requirement to be able to work flexibly, across Camden locations, outside normal office hours when required and be flexible and adaptable to ensure consistent provision of service.

### **Technical Knowledge and Experience:**

#### **QUALIFICATIONS**

Desirable:

- Educated to degree level or equivalent.

#### **KNOWLEDGE**

Essential:

- To demonstrate an understanding of the role of case management within a criminal justice or child focused environment.
- To demonstrate an understanding of the Department of Education participation requirements
- Understanding of and ability to maintain confidentiality and Data Protection

#### **SKILLS**

Essential:

- Ability to demonstrate a high level of expertise in the use of Information and Communications Technology and an in-depth knowledge of the advanced functions of industry standard software (MS Office) and databases.
- To demonstrate excellent interpersonal skills, able to communicate effectively in meetings and confidently deliver presentations.
- Ability to work comfortably with both numerical data and text. Ability to analyse and interpret complex data sets to inform performance reporting.
- Highly developed organisational skills

## **EXPERIENCE**

### Essential:

- Experience of producing comprehensive management information and statistical analyses, utilising appropriate manual and computerised systems.
- Ability to produce accurate, succinct and clear reports for board level attention.
- Experience of training users in using information systems.
- Proven ability to organise, managing multiple tasks and projects. Ability to prioritise and work to deadlines.
- Experience of liaising with a wide number of staff at all levels within a large complex organisation.

### Desirable:

- Experience of using one or more of the following case management systems:
  - ChildView
  - Framework i
  - IYSS (Integrated Youth Support System)

## **Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility